



# **Back-Office System/ Customer Service Center Update**

# Background

- Existing Back-Office System and Customer Service Center Operations Services agreement expires on June 30, 2021
- Request for Proposals for Back-Office System and Customer Service Center Operations Services for the 91 Express Lanes in Orange and Riverside Counties issued in April 2019
- OCTA and RCTC Board of Directors approved selection of Cofiroute USA in November 2019
- Three-party agreement executed in January 2020
- Notice to Proceed issued on January 28, 2020



# Services Provided

- Back-office software system
- Hardware and software maintenance
- Customer service
- Violations processing and collections
- Customer account management
- Payments and mail processing
- Revenue collections and transaction processing
- Traffic operations and incident management
- Emergency services coordination
- Transponder inventory management
- Telephone system and other customer contact systems

# Recent Events

- Cofiroute USA requests Go-Live date extension in February 2021
- New schedule developed with anticipated Go-Live date in late September 2021
- Agreement is being amended to reflect new schedule and Go-Live date
- Agencies exercising one-month extensions approved in 2019 on existing three-party agreement
- One-month extensions can go through the end of December 2021